TECHNICAL ADVISORY COUNCIL
A Subcommittee of the Commission on Technology

Friday, October 2, 2015
10:00 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT	MEMBERS ABSENT
Jay Dennis*	Mohyeddin Abdulaziz
Jennifer Gilbertson *(Tom Carroll, proxy)*	Jackie Barrett
Karl Heckart, *Chair*	Ron Bitterli
Laura Johnston*	RJ Hurley
Randy Kennedy*	
Cary Meister	
Kyle Rimel*	
Jared Nishimoto	
James Towner	

GUESTS	AOC STAFF
Casey Furnier, *Cochise Superior Court*	Richard Blair, *ITD*
Ken Troxel, *Maricopa Clerk of Court*	Stewart Bruner, *ITD*
Nick Felber*, *Yuma Superior Court*	Eric Ciminski, *ITD*
	Denise Lundin, *CSD*
	Steele Price, *ITD*
	Jason Shumberger, *ITD*

* indicates appeared via telephone

WELCOME, INTRODUCTIONS, AND OPENING REMARKS | Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He conducted a roll call of those present in the room and on the phone, welcoming members. After confirming that a quorum existed, Karl requested discussion or a motion regarding the minutes of the August 7th, 2015 TAC meeting.

MOTION	**A motion was made and seconded to accept the minutes of the August 7, 2015 TAC meeting as written. The motion passed unanimously.**	

UPDATE | CTC 2015 ITEMS OF LOCAL INTEREST | Roundtable

Members shared the key items they had experienced or learned about at the National Center for State Courts most recent Court Technology Conference. Karl commented on topics of interest at the CITOC meeting that preceded the conference. Items mentioned included Courtroom 21, delivering court services remotely, IT talent attraction, e-mail in e-discovery, and macro trends in court technology across the country. Karl related learnings from his conversation with the Utah courts' CIO, especially the massive bandwidth available to the courts in Utah in comparison.

Karl reported that Gartner's long-range planners are warning IT leaders to prepare for the "smart machines revolution" on the horizon. Machines will be increasingly introducing cultural chaos over the next 10 to 15 years, beginning with the self-driving car. Closer to the present, eBench is a likely target for "learning" and suggesting what sentences judges have imposed in previous, similar cases. Members discussed the implications of machines doing things humans have traditionally done for themselves.

UPDATE | KEY PROJECT UPDATES | Karl Heckart

Karl provided members with very brief status updates on the high priority projects AOC is involved with, including:

- The progress with the limited jurisdiction (LJ) AJACS rollout to all AZTEC courts in Pima County, the pilot county. Work continues with Tucson Municipal Court on replacing their AZTEC very early next year. Karl warned members that 2016 and 2017 will be very busy years for the AZTEC-replacement project.
- AJACS general jurisdiction (GJ) support for eUniversa e-filing pilot in the Yavapai Superior Court followed by a return to the Release 6.0 effort, likely to be provided to courts for testing early next year. He described the package of products that will be supplied with the AJACS 6.0 upgrade.
- The path for completion of eAccess, dependent on loading of Maricopa Superior Court data by the end of the calendar year. Karl emphasized that extensive testing will be performed to ensure business rules are being strictly enforced before sales begin.
- Adoption of eBench by Yavapai Superior Court judges. Karl clarified that a policy discussion will be held about who determines security permissions in the product.
- The timeline for completing the online citation payment function with Xerox. The project will eventually integrate post-disposition payments into AJACS, as well. Eric Ciminski pointed out that Xerox employs a mobile-friendly payment website rather than a standalone

web app. Courts using other pre-disposition payment processors will not have transactions integrated with AJACS. Karl reminded members of the FARE administrative order that standardizes collections across the state and the fact that Xerox offers courts a dramatically lower merchant fee than the other payment processors, based on aggregated volume.

- Movement with the upgrade to Windows 10 Enterprise, leading to early spring testing. Members suggested that one extra ACAP PC per county be provided at no charge for court technology resources to perform ongoing testing of Windows and Office upgrades in the future. Karl discussed the trade-offs of patch release speed versus resources available to thoroughly test updates prior to implementation.
- The magnitude of effort and cost associated with system integration. Gartner now predicts that over 60 percent of future IT work will involve integration, something dedicated programmers don't generally relish and that necessitates massive ongoing coordination among owners of the integrated systems.
- Adobe licensing changes to a cloud/subscription model in the near future. Licenses for Acrobat Pro have proliferated over time and the actual number of copies needed must be reconsidered before courts subscribe. Karl shared concern that many users continue to falsely believe that PDF format documents are protected from any changes.

UPDATE	INFORMATION SECURITY UPDATE	Richard Blair Karl Heckart

Richard Blair, AOC's Manager of Infrastructure Operations, reported on the progress of remediating a recent CANnES vulnerability audit performed against the AOC and the AJIN network, as discussed at the August meeting. The goal of the four-month effort has been to transition from threat reaction to threat prevention. AOC has contracted for completion of a followup audit by the same organization to verify that new controls are working. Rich announced that every county subdomain of AJIN would be scanned going forward.

Jared Nishimoto mentioned that a balance must exist between the severity of the audit findings courts have and the cost of addressing each finding. He asked if TAC could approve certain local items to not be remediated in the counties. Karl pointed out that cybersecurity is now on the radar of court business leadership and as such will have to be systematized, likely to the point of a documented, minimum set of security standards and practices for every court, not only ACAP courts. TAC is the appropriate body to discuss and recommend these to the Commission on Technology (COT) and the Arizona Judicial Council.

Members discussed the patch management cycle again in relation to security this time, especially communication by AOC before patches are applied statewide to speed any related trouble-shooting. Richard stated that the communication process has been improved greatly since the initial round of automated printer patching that slowed operations dramatically in certain courts.

UPDATE	FY16 ARCHITECTURE TARGETS UPDATE	Steele Price

Karl reminded members of the bi-annual effort of updating the architecture targets to account for the move of various products and strategies through their lifecycle over time. The current table needs to be updated in time for the COT June 2016 meeting. A handout of proposed changes was provided as the starting point for members to collect any items they find controversial or that require more detailed research and discussion. AOC Chief Architect Steele Price discussed the

initial two pages of the table line by line, but, in the interest of time, the chair requested that members disclaim their key areas of concern for research and further discussion. Staff recorded concerns about the long-term path for ad hoc reporting tools and the need to indicate products removed from target status as a result of security issues as well as the specific changes to the table resulting from the line-by-line discussion. The chair directed staff to match the baseline products in the table to those listed in the inventory tables of the IT plans to ensure products already replaced are not still being displayed.

UPDATE	STATEWIDE ONBASE ADMINISTRATORS' UPDATE	Stewart Bruner

Stewart Bruner, now wearing his OnBase hat, informed members of the detailed progress with upgrades to Version 15 at the AOC and around the state. He also showed statistics on central document repository (CDR) participation, recapped the ongoing situation with document transfer module (DTM) failures at various times, and reminded members of the need for local monitoring. He informed members that Version 17 will no longer include the OnBase Desktop functionality currently used by AZTEC and several GJ courts.

Stewart provided background and reviewed the changes he made to the standards for scanning of documents outside of OnBase as a result of discussion in the August meeting. As yet, no software solution exists for setting parameters across various scanner models. He requested TAC's formal approval to take the table to COT for ratification so that clerks around the state could be directed to use the standards to reduce file sizes before the LJ courts begin scanning in large numbers. Though Eric Ciminski shared that he has informed the Clerks' Association of the need for the standards, members were uncomfortable voting on the standards without having the specific details reviewed by the GJ clerks beforehand. Randy Kennedy pointed out two additional clarifications for Stewart to make in the technical details of the document.

UPDATE	LOCAL PROJECT UPDATES / ITEMS REQUIRING AOC RESOURCES	Roundtable

Laura Johnston commended Phoenix for their use of SharePoint to power their public facing website and asked if AOC has produced any standards for web development. Karl responded that local courts are on their own as long as the architectural requirements are met.

CALL TO THE PUBLIC	Karl Heckart

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 12:20 p.m.

Upcoming Meetings:	December 4, 2015	AOC – Conference Room 230
	February 5, 2016	AOC – Conference Room 230

MEETING ADJOURNED	12:20 PM